



7 Clarence Road



Llandudno



01492874355



<https://www.caretech-uk.com/>

The inspection visit took place on 03/03/2026

Service Information:

Operated by:	Prestwood Residential Homes Ltd and CareTech Community Services Limited.
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

7 Clarence Road is a residential home located in Craig y Don which is just outside of Llandudno town centre. It is registered for a maximum of four people and provides support to people over the age of 18 with learning disabilities, mental health needs and physical disabilities.

Well-being for people is excellent as they experience very high-quality support that empowers them to live authentically, safely and with dignity. Care and support is good because people benefit from care and support that is consistently well planned, person-centred and effective.

The environment is good as people experience a homely, safe and well-maintained environment that supports their wellbeing, independence and quality of life. Leadership and management is effective because the service benefits from committed, proactive leadership that promotes continuous improvement and ensures people receive safe, well-coordinated support.

Findings:



Well-being

Excellent

People experience highly effective care and support that promotes their rights, independence, and sense of personal safety. The service applies a recovery-focused and trauma-informed approach, which enables people to understand their past experiences while building confidence for the future. The manager and care staff demonstrate an exemplary commitment to balancing rights with safeguarding. They talk confidently about supporting people to take positive risks, describing how *“we will be there if things don’t go right but they deserve the opportunity to live their lives... small steps lead to big changes.”* This rights-based ethos is evident in daily practice and supports people to feel secure, valued and in control of their care. It has a positive impact on people’s emotional wellbeing and contributes to their progress

People influence their daily routines, goals, and take an active role in their mental health recovery plans. We saw clear visual prompts in people’s rooms, including activity sheets and daily task lists signed by individuals. This approach gives people meaningful structure, supports independence, and motivates them to take part in activities that promote well-being. Care staff deliver routines with sensitivity and skill, achieving an excellent balance between supporting essential life skills and offering meaningful, enjoyable activities. Support for communication, sensory needs and language preferences is comprehensive. Although no one currently receiving care uses Welsh, the service is working towards providing the active offer and confirms it would meet people’s Welsh language needs if they arose. Care staff understand the sensory impact of the environment and adapt their approach to help people feel safe, settled, and in control.

People benefit from highly effective multi-disciplinary working. The service works extensively with psychology, psychiatry and learning disability professionals to promote mental, emotional, and physical well-being. We saw evidence of strong engagement with therapeutic programmes and significant achievements, including supporting a person to re-engage with essential health appointments after a long period of avoidance. Management and care staff go *“over and above”* to help people explore identity, relationships and complex feelings in a safe and supportive way. Personal plans and risk assessments are detailed, proactive, and clearly set out early signs of deteriorating mental health. Care staff understand these indicators well and respond promptly. Safeguarding practice is robust, collaborative and trauma informed.

People enjoy a wide range of meaningful activities, local well-being initiatives, and community connections that reduce isolation and strengthen confidence. People and care staff take part

together in local projects, helping to build ownership of their home environment. Professional feedback confirms the strengths of the service, noting that the team “*manage balancing independence and vulnerability well.*”



Care & Support

Good

People benefit from care and support that is consistently well planned, person-centred and effective. Personal plans are detailed, practical and reflect the unique needs, preferences and aspirations of each person. They give clear direction on how care staff should provide support, showing strong attention to detail, a good level of person-centred understanding, and clear, practical guidance for care staff. Plans are updated regularly, with a structured review system in place that ensures all individuals have been reviewed within the last three months, or more frequently where needed. A review template provides a clear audit trail of actions, progress and outcomes following each review. Professional feedback further evidences the quality of planning and support. A commissioner told us that the documents *'have a positive and optimistic feel and are very clear and detailed in terms of outcomes.'* Another professional informed us that the way support hours are arranged ensures, *"outcomes are met in a person-centred way,"* highlighting strong collaboration and consistent communication between agencies.

Risk assessments are proportionate, person-centred and focused on what is relevant to each person. They balance people's rights with safe practice. Management, care staff and professionals told us that the confident risk-management approaches used by the service helps people to remain connected and maintain positive relationships. We observed this in practice, with care staff demonstrating warm, supportive interactions and detailed knowledge of the people they support.

People experience well-coordinated, proactive and outcome-focused support. Health information, including weight monitoring and appointment outcomes, is clearly recorded, showing the service responds appropriately to changing needs. Care staff know people extremely well and work creatively to promote safety, independence and wellbeing. The service is preparing to move to an electronic care record system, which is expected to reduce duplication and make information more accessible for people, care staff, families and professionals.



Environment

Good

People benefit from living in an environment that is safe, comfortable and personalised to their needs and preferences. Bedrooms are thoughtfully arranged and decorated, giving a clear sense of each person and what matters to them. Care staff told us they aim to ensure each space “*gives a feel for the person and what they like,*” and we saw good examples of this throughout the service. The provider has strong oversight of the physical environment and demonstrates good forward planning. There is a clear schedule for redecoration, and we observed areas that have already been refreshed, including newly refurbished bathrooms and upgraded kitchens within the flats. Where parts of the building are beginning to show signs of wear, the service has already identified these and has plans in place for timely replacement. Job sheets are created promptly when work is required, and maintenance tasks are completed in a timely and consistent way.

People live in clean, well-maintained surroundings. Communal areas appeared tidy and hygienic, and flats both smelt and appeared clean with care staff involving individuals daily in maintaining their living spaces. Cleaning schedules are in place and consistently followed. Infection prevention and control procedures are robust, with the recommendations from external infection prevention control audits addressed in a timely way. Monthly and annual internal infection control audits further support good practice.

The environment is adapted sensitively to meet individual needs, particularly where people may find their surroundings overwhelming or benefit from a lower-stimulus space. For example, one person’s flat is intentionally kept minimal, with personalised touches are still evident throughout the home. This reflects a proportionate, person-centred approach that reduces risk while promoting dignity and comfort.

Health and safety arrangements are well managed. Window restrictors, first aid boxes and mattresses are checked regularly, and a range of equipment safety files are maintained. Gas, electrical, fire and water safety checks are all up to date. Oversight from estates and maintenance teams is effective and well-organised. Quarterly environmental safety checks undertaken by the manager provide an additional level of scrutiny, and we noted that some checks are carried out more frequently where people have more complex needs, demonstrating proportionate risk management.



Leadership & Management

Good

Leadership and management at the service are effective, values-driven and provide clear direction for care staff. There is a strong sense of shared purpose across the team, with care staff describing a culture where “*everyone mucks in*” and leaders are visible and supportive. We heard consistent examples of managers working alongside care staff and modelling expected standards. This contributes to a cohesive team ethos and positive morale. Professional feedback reinforces confidence in leadership, with one professional stating they experience, “*Good communication and responsiveness to safeguarding concerns*”.

The service demonstrates good oversight of quality and safety. A range of audits are undertaken at appropriate intervals, with actions addressed promptly. Checks completed by the provider’s compliance officer give the service an extra layer of oversight and reassurance. Quality of Care Reviews are comprehensive and monitor key areas such as wellbeing, safeguarding, staffing, environmental safety and engagement with families. Responsible Individual (RI) visits and their accompanying reports demonstrate regular engagement with people and care staff, and evidence of responsive leadership. The RI confirmed they will incorporate data analysis into the RI visit reports and quality of care review reports moving forward to further strengthen their effectiveness. Feedback mechanisms support people’s voices to be heard. Monthly “How is your home?” records offer an accessible, easy-read opportunity for individuals to share what has gone well, what could improve and what they want for the month ahead. The use of photos helps capture people’s experiences and encourages meaningful participation.

Governance systems support good organisational functioning. A business continuity plan is in place and reviewed regularly. Complaints are logged, monitored and acted upon, with clear outcomes recorded. Care staff confirmed told us they are prompted to complete staff surveys and provide feedback when they receive their monthly electronic wage slip, helping maintain ongoing feedback loops. Policies reviewed were up to date and of good quality, showing strong alignment with national guidance and relevant legislation.

Workforce development is well prioritised. Training compliance is good, and leaders have clarified training expectations to strengthen reflective discussions during supervision, peer meetings and handovers. The service is transitioning to a new training system and is developing additional resources, including short films and focused learning. Regular supervisions and annual appraisals are completed within required timescales, and recruitment processes are robust, including the use of job-role scenarios during interview to assess suitability.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Welsh Government © Crown copyright 2026.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*